DOCUMENT RESUME

ED 185 793 EC 124 109

AUTHOR Mazer, Ellen: Leofanti, C. Gary
TITLE You've Got a Friend: Agency Documentation.
INSTITUTION Aunt Martha's Youth Service Center, Park Forest, Ill.
PUB DATE Jan 80
NOTE 74p.: Perpared with the Assistance of the Child Welfare Resource Information Exchange. Some pages may not reproduce clearly.
AVAILABLE FROM Aunt Martha's Youth Service Center, 2447 Western Ave., Park Forest, IL 60466 ($6.00)

EDRS PRICE MF01/PC03 Plus Postage.
DESCRIPTORS *Adolescents: *Community Involvement; Community Programs: *Needs Assessment; Program Descriptions; *Youth Agencies: *Youth Problems; *Youth Programs
IDENTIFIERS *Aunt Marthas Youth Service Center IL

ABSTRACT

The report describes Aunt Martha's Youth Service Center (IL), a multipurpose agency which focuses on the needs of adolescents. Founded in 1968, the agency now (1978) has a staff of 40, a 21 member board of directors, 199 volunteers, 28 foster parents, and serves a 15 township region. The goals of the program are to increase opportunities for young people to develop as productive, positively involved community residents and to create and maintain volunteer and paid assignments for youth. Among services provided for youth are a walk-in counseling center, a teen health clinic, a youth employment training program, and a speakers' bureau. An evaluation is underway to consider the agency as a whole. Among appendixes are volunteer training materials, information on budget and sources of revenue, and literature on Aunt Martha's. (PHR)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

U.S. DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
NATIONAL INSTITUTE OF
EDUCATION

THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

ED185793

"YOU'VE GOT A FRIEND

Aunt Martha's Youth Service Center
Park Forest, Illinois

AGENCY DOCUMENTATION

Prepared By: Ellen Mazer
MSW, Assistant to the Director

and C. Gary Leofanti
ACSW, Executive Director

©, '80

Prepared with the Assistance of the
Child Welfare Resource Information Exchange

January, 1980

"PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

Ellen Mazer

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

EC124409

Walk-In Counseling Center. Trained youth and adult volunteer counselors provide individuals with person-to-person, crisis and family Counseling Center services whenever you need it—24 hours a day.

Alternative Shelter. When a crisis or need arises, emergency shelters are available.

Alternative living shelters are offered through a licensed community network of short-term and long-term foster homes. Youths, aged 17 or under, are eligible to use Alternative Shelters with a legal guardian's approval.

The Group Home, a part of the Alternative Shelter network, offers a total alternative living situation for eight young women. Access to The Group Home is made available through all Aunt Martha's programs or by direct referral.

The Teen Health Clinic. Counseling, information and medical services concerning human sexuality are provided several times a week for young men and women. Sessions include: contraception counseling, VD diagnosis and treatment, pregnancy testing, pre-natal care, life planning, individual and group counseling, and referrals.

Interested individuals should call for an appointment.

The Eastern Will County and Rich Township Projects. These Projects provide individual and family counseling and shelter care for eleven south suburban townships in Eastern Will and South Cook County. These townships are: Crete, Monee, Green Garden, Peotone, Washington, Will, Wilton, New Lenox, Manhattan, Frankfort and Rich. Aunt Martha's staff and volunteers offer these services in people's homes, or other nearby locations.

The Eastern Will County Project runs a Drop-In Center several nights a week.

Individual cases are referred by law enforcement agencies, schools and other community organizations.

Youth Programs. Get involved... discover new interests... become a part of Aunt Martha's Group Programs.

Interested youths and adults can actively participate in a variety of groups, such as:

- Parent Support Groups
- Peer Support Groups
- Family Support Groups
- Activities Groups (both afterschool and recreational activities)
- Outdoor Adventure Groups and
- New Games Festival (noncompetitive games groups)

Drug Emergency Response Program. Drug emergency assistance is available 24 hours a day through contact with our specially trained professionals and volunteers.

Licensed by the Illinois Dangerous Drugs Commission, the Drug Emergency Response Program works closely with hospital emergency rooms to aid young people who are experiencing serious reactions from drugs and alcohol. Preventive drug counseling and educational talks are held at area elementary and secondary schools.

The Youth Employment Training Program. The Youth Employment Training Program employs youths, many of whom have dropped out of school.

Youths who participate in the Program receive training, counseling and job placement, as well.

Youths, aged 16-21 years, can learn work skills through several Youth Employment Training Programs:

(1) Woodworking Shop;
(2) Verities and Balderdash, the arts and crafts retail co-op; and
(3) The Home Construction and Remodeling Service.

High School Equivalency Testing, Basic Adult Education preparation and career counseling are offered to participants.

Listen: A Youth Participation Project. Youths involved in LISTEN begin with a script. They cast the roles. They rehearse. Then they perform an original play.

The combination of writing, directing and enthusiasm serves several purposes:

(1) it emphasizes the importance of youth involvement in the decision-making process, and
(2) it confronts adults with the problems facing young people in the community today. Youths perform before businesses and community organizations to exchange ideas, and to create new opportunities in those organizations and in the community at large.

Speaker's Bureau. The topics range from Aunt Martha's program to foster care to volunteerism to health education.

The audiences range from parent to community to local business groups.

Aunt Martha's Speaker's Bureau can provide selected speakers and slide presentations for any community organizations on any youth-related topic.

Connections. Youths involved in Aunt Martha's can be reporters, writers and editors for their own newspaper by becoming a part of the CONNECTIONS staff.

CONNECTIONS, published four times a year, is a journalistic forum available to all interested young writers in the community. This informative publication focuses on topics of concern to today's youth.

Youth Legal Services. When legal issues and problems arise, south suburban teens can turn to Aunt Martha's Legal Services.

Practicing attorneys volunteer professional counseling and advice to individuals on legal problems, such as contracts, school-related concerns, family problems and criminal law.

All legal advice and consultation is kept confidential.

Volunteer Involvement. At Aunt Martha's, volunteers matter.

Over 300 trained youth and adult volunteers contribute their time and efforts to make Aunt Martha's multi-faceted programs and services work. But their contributions do much more than that—every volunteer's contribution acts as a catalyst for community betterment and adds to their own personal growth and satisfaction.

Individuals interested in becoming Aunt Martha's volunteers first undergo an intensive weekend of training. Training exposes volunteers to each Aunt Martha's program and service. Volunteers then choose one of these areas to work in. Further specialized training opportunities, such as family therapy and drug rehabilitation training, are also offered to volunteers.

Youths are especially encouraged to take part in Aunt Martha's at all levels—from volunteering in our current programs, to creating and designing new programs, to serving on the Board of Directors.

aunt martha's

2447 Western Avenue, Norwood Plaza
Park Forest, Illinois 60466
For information on all programs, call (312) 747-2701

TABLE OF CONTENTS

	PAGE
A. INTRODUCTION AND SUMMARY	1
B. PROGRAM SUMMARY	3
1) History	3
2) Services and Service Area	6
3) Funding	7
C. PROGRAM COMPONENTS	9
1) Program Environment	9
a) Political, social, and economic circumstances affecting program development and ongoing operations	9
b) Population served	11
c) Needs addressed	11
d) Philosophy	12
1. Community Participation	12
2. Counseling Approach	13
e) Aunt Martha's basic goals and objectives	14
f) Comprehensive service model and use of community resources	14
2) Program Management	15
a) Governance	15
b) Organizational structure	16
c) Funding	19
d) Management tools	19
1. Fiscal Accountability	19
2. Unit Program Planning	19
3. Uniform Intake System	20
4. Client Service File	20
3) Program Operations (Services)	20
a) Intake	22
1. Sources of Referral	22
2. Case Screening (Eligibility)	22
3. Information and Referral	22
4. Assessment and Planning	23

TABLE OF CONTENTS

	PAGE
b) User services	23
1. Walk-In Counseling Center	23
2. Alternative Shelter Services	23
3. Teen Health Clinic	23
4. The Eastern Will County and Rich Township Projects	24
5. Specialized Group Services	24
6. Drug Emergency Response Program	24
7. Youth Employment Training Program	24
8. LISTEN: A Youth Participation Project	25
9. Speakers' Bureau	25
10. Connections	25
11. Youth Legal Services	25
12. Volunteer Involvement in Programs	25
c) Case monitoring and evaluation	27
d) Termination of services	27
e) Follow-up	27
f) The client volunteers	28
D. PROGRAM EVALUATION	29
1) Evaluation of Individual Programs	29
2) External Evaluations	29
3) Overall Agency Evaluation	29
4) Aunt Martha's Public Recognition	30

FIGURES

Figure 1 - Organizational Structure	18
Figure 2 - Flow Chart of Aunt Martha's Service Delivery System	21

APPENDICES

Appendix A - Volunteer Training Materials	33
Appendix B - Budget and Sources of Revenue	39
Appendix C - Financial Operating Procedures	45
Appendix D - Unit Program Planning Guide	48
Appendix E - Intake Sheet	51
Appendix F - Six Month Statistics, January, 1979 - July, 1979	53
Appendix G - Literature on Aunt Martha's	
Appendix H - Aunt Martha's Public Recognition	

POOR COPY -- REMOVED

A. INTRODUCTION AND SUMMARY

"You've got a friend" is the theme of Aunt Martha's Youth Service Center, a multi-purpose, multi-funded agency which extends non-clinical support and a homey, family-like environment to youth reciding in a fifteen-township region of southern metropolitan Chicago. The name was chosen to convey the image of a warm person with a ready, listening ear.

Conceived in 1968 by a Youth Commission appointed by the Village of Park Forest, Illinois, Aunt Martha's has grown from a simple counseling center to a complex, highly structured agency serving a wide geographic area with 12 youth programs, a staff of 40, and a 21-member board of directors.

Youth and adult volunteers are the heart and soul of Aunt Martha's. In 1978, 199 volunteers and 28 foster parents delivered the bulk of services under the supervision of paid staff.

Increased opportunity for youth, rather than symptom reduction, is the goal of all Aunt Martha's programs, which include individual and family counseling, youth business and employment, a health clinic, emergency and long-term foster care, group work, youth participation, legal services, drug counseling and many others.

Aunt Martha's offers the community, and especially youth, the chance to give as well as receive help. Participation is encouraged at all levels of agency functioning. In addition to volunteering as direct service workers, young people participate in agency-wide planning and program evaluation, and hold 9 seats on the board of directors. Only with this high level of youth involvement can Aunt Martha's stay abreast of needs as they arise, and develop truly responsive and caring programs to serve the community.

This documentation has been prepared with the assistance of the Child Welfare Information Exchange.

Aunt Martha's would be happy to provide consultation on any aspect of its programs. For more information call Ellen Mazer at 312-747-2701, or write c/o Aunt Martha's, 2447 Western Avenue, Park Forest, Illinois, 60466.

B. PROGRAM SUMMARY

1) History *

Aunt Martha's roots can be traced to 1968, when the Trustees of the Village of Park Forest, Illinois, in response to growing national and local concern about runaways and other youth problems, officially added a Youth Commission to the village's administrative structure. This Youth Commission, initially composed of eight adults and six youth voting members (later seven adult and seven youth), was charged by the Village of Park Forest[1] to:

1. Define and document youth problems, needs and concerns, in order to establish a factual base for the development of programs;
2. Recommend and/or put into effect measures to supplement or aid the work of existing institutions for the prevention of individual and social deprivation;
3. Stimulate and encourage effective use of existing institutions, and develop new programs to meet the needs of youth and their families;
4. Promote opportunities for advancement of the moral, physical, mental, and social well being of youth.

Regarding itself as a unit whose purpose was to advocate for the unmet needs of youth, the Commission's first task was to determine first-hand the priority needs and wants of south suburban youth. The commission held two rock concerts which attracted a large number of community youth. During the intermissions questionnaires were distributed to the concert-goers. This needs-assessment revealed several pressing problems, to

* See Appendix G for, "Aunt Martha's, the Story of Creation", a prose poem on the subject of Aunt Martha's evolution, written by one of its early volunteers.

1. Resolution R-69-81. Village of Park Forest, October, 1978.

which the Youth Commission devoted its attention with intense enthusiasm during the next four years.

1. The Park Forest Village Youth Curfew Ordinance proved to be one of the most onerous restrictions placed on youth. The Youth Commission successfully abolished the curfew in the fall of 1971.

2. Youth stated that boredom was a prevailing component of suburban life. The Youth Commission responded by convincing the Recreation and Parks Departments to increase the number of leisuretime programs available to young people.

3. In response to the complaint that youth are not listened to by authorities at the institutions directly controlling their lives, the Commission established forums allowing young people to speak directly to community leaders such as police and school administrators.

4. The Youth Commission convinced the Park Forest Trustees to hire a professional social worker to work directly with young people on the street and in the places they gathered, and to develop community based services for young people.

5. Finally, in 1972 the Youth Commission, joined by several other youth and adult community members, created Aunt Martha's Youth Service Center -- an alternative agency that would permanently represent the interests of youth in the south suburban community. Later, in 1978, the Youth Commission worked to plan and establish a free health clinic that ultimately was administered by Aunt Martha's. This program formed a home base for further exploration and growth.

"Aunt Martha's" was chosen as the name for this new agency because one of the founding members had an Aunt Martha to whom she could always turn for help. This seemed preferable to the jargonized names assigned to traditional agencies.

The original Aunt Martha's was a drop-in center for youth and runaways located in a small townhouse in Park Forest.

The founders of Aunt Martha's were determined to create a truly alternative youth agency -- an alternative to what the schools, mental

health institutions, correctional, and child welfare agencies had to offer. Some of the national concerns expressed by theorists Holleb and Abrams[2] in Alternatives in Community Mental Health matched those held in common by the founding group:

* Established community services reinforced an unnecessary split between young people and community professionals. Young people were powerless.

* Professionals were secretive about their knowledge and defined their role in order to maintain their high status.

* Services were adult-dominated and too expensive for young people.

* Community helping organizations were rigid, large, and not terribly interested in community involvement.

* Helping methods relied heavily on traditional approaches which fostered dependency rather than utilizing and creating community resources for youth.

In order to counteract these tendencies, the founders of Aunt Martha's worked to design an agency that joined the concepts of innovation and advocacy into an action plan for social change. In addition to offering new and innovative programs, Aunt Martha's would interact with other youth-serving systems -- advocating for increased access of youth to those systems, and dramatizing the right of youth to exercise legitimate involvement in community affairs.

Social planning became an important task, as Aunt Martha's began to create new programs to meet critical youth needs. Professionals were hired to assist community participants in planning, developing, and funding programs ranging from community outreach to a residential program.

2. Gordon P. Holleb and Walter H. Abrams. Alternatives in Community Mental Health, Beacon Press, Boston, 1975.

An interesting and vital accomplishment of the founding group was the instigation of a set of organizational principles -- the distinctive aims, methods, and patterns that would guide Aunt Martha's future growth and development. These founding principles strongly advocated community participation at all levels of the organization:

1. direct services will be delivered principally by community volunteers;
2. youth will be involved in program planning and policy-making; and
3. every effort will be made to make Aunt Martha's services accessible to all youth in the community.

These principles continue to characterize Aunt Martha's organizational processes.

2) Services and Service Area

Much has happened at Aunt Martha's since the founding volunteers opened the doors of an alternative walk-in counseling center in 1972. As volunteers and staff worked with and listened to young people, they uncovered new needs and began to imagine ways to meet those needs. The agency remained flexible enough to experiment with new programs, adding steadily to its basic repertoire.

Funding came originally from the Village of Park Forest alone. In August, 1972, Aunt Martha's incorporated as a not-for-profit entity separate from the Village, to diversify its funding base, extend service to surrounding communities, and accomodate the changing needs of youth. However, the agency resisted the pursuit of state, federal, and local funding for programs until it had established a base of locally-funded and volunteer-staffed services.

Today, Aunt Martha's offers a wide variety of services through a network of volunteers supported by paid staff. These services include walk-in counseling, family counseling and group work, outreach, emergency short-term foster care, a group home for adolescent girls, teen health services, legal services, drug emergency response, police-diversionary programs, youth business and employment, outdoor activities, and community education. Advocacy remains a primary concern of the agency, with an entire organizational unit devoted to creating a voice for youth in the community and in society at large. New programs continue to emerge as needs become apparent, and as a community base of support is established.

Aunt Martha's service area has extended beyond Park Forest to include youth and their families in southern Cook and eastern Will counties. This area is marked by great ethnic, social, and economic diversity, and includes suburban, rural, and semi-urban areas.

3) Funding

Aunt Martha's is funded through a variety of sources.

* The Village of Park Forest contracts with Aunt Martha's to provide counseling and outreach services for youth and families of the Village.

* In July, 1974, Aunt Martha's hired a full-time placement coordinator through an HEW Office of Youth Development grant received through the Youth Network Council, Inc., of Metropolitan Chicago.

* Aunt Martha's receives funding in decreasing amounts from the Illinois Law Enforcement Commission for a diversion and treatment program for youth and their families living in six townships of northeastern and eastern Will County, Bloom Township, and Rich Township.

* The Title XX Donated Funds Initiative covers a range of counseling services offered by Aunt Martha's.

* The Cook County Office of Manpower Services and the Will County CETA provide funding for youth business and employment training programs.

* Aunt Martha's contracts with the Illinois Department of Children and Family Services for a group home, licensed foster homes, and for counseling of state wards.

* Counseling of delinquent youth is funded through the Illinois Status Offenders Service, and the Unified Deliquency Intervention Services of Cook and Will Counties.

* Local support is contributed by 11 community chests and villages in Rich and Bloom Townships in Cook County. In Will County, funds are contributed by the townships of Monee and Crete, and by the villages of Frankfort and Park Forest South.

* Smaller amounts are contributed by service clubs, voluntary organizations, church groups, and individuals. These groups include the Lincolnway and South Cook sections of the National Council of Jewish Women, the Jaycettes and Jaycees, Trinity Lutheran Women's Guild, the Park Forest American Legion, the Park Forest Bridge Club, the Park Forest Lions Club, Flossmoor Community Church, and Faith United Protestant Church.

* Foundation and corporate support include grants from the Chicago Community Trust in 1976 to fund a youth advocate position and to contribute to general operating expenses. In 1978 the Community Trust in conjunction with the Field Foundation, funded Project LISTEN*, and the Community Trust continued its support in 1979. The Robert R. McCormick Foundation helped fund services to victims of incest and sexual abuse in 1979.

* The Youth Legal Services Program is funded by the National Council of Jewish Women, the Aetna Life and Casualty Insurance Companies of Illinois, the Chicago Bar Foundation, the Illinois State Bar Foundation, and the Washington National Insurance Company.

* Aunt Martha's newly-created Cooperative Management Program, an effort to gain financial support from corporations and the local business community, received a grant from Sargen, Inc., Real Estate of Homewood, Illinois in 1979. The Kemper Insurance Group of Long Grove, Illinois also supported this program in 1979.

* Aunt Martha's Youth Participation Project - see page 25.

C. PROGRAM COMPONENTS

1) Program Environment

a) Political, social, and economic circumstances affecting program development and ongoing operations

Contemporary American society takes a heavy toll on its young people.[1] The American Association of Suicidology reports that 35,000 young people commit suicide each year, making suicide the second leading killer of young people, surpassed only by accidental death.

Unemployment among 16-20 year olds is currently at an 18% rate and is much higher for minority youth. Unemployment among youth, 16-24, accounts for nearly half of our nation's total unemployment.[2]

Two million American children are abused by parents each year, according to a recent National Institute of Mental Health study. Child abuse occurs at about the same rate in both black and white families. These facts make it a little easier to understand why one million young people run away from home each year (Youth Development Bureau HEW).

Of the nation's 33 million youth between the ages of 10-17, 1.1 million are petitioned to juvenile court each year on delinquency charges.[3] Many of these youth are among the 500,000 to 750,000 young people institutionalized through public child care systems

1. This section excerpted from Leofanti, C. Gary, "An Analysis of Juvenile Delinquency Theories and Program Options", Journal of Alternative Human Services, Vol. 5, issue 3, Autumn, 1979.
2. Putting America's Future to Work. U.S. Department of Labor Employment and Training Administration, Office of Youth Programs, 1978, page 3.
3. Diversion of Youth From the Juvenile Justice System. U.S. Department of Justice Law Enforcement Assistance Administration, Office of Juvenile Justice and Delinquency Prevention 1976, page 22.

throughout the United States.[4] Many young people are institutionalized in child care facilities long distances from their families and home communities. Children and youth have at times been placed by public child welfare systems with cult organizations, as the recent investigation of the mass suicide (1979) in Guyana has revealed.

Our educational institutions do little to improve this grim situation. Many young people drop out before completing 12 grades, and for those who remain in school, the relevance and quality of education is questionable. A recent nationwide survey has found that only 42% of 13 year olds can explain the basic concept of democracy, that people elect their representatives.[5]

Much of our national response to youth problems has resulted in restrictive curfew laws, scare programs, institutionalization of youth at ever increasing rates, blockage of youth from legitimate participation in their communities, and a second class status in American life for our youth called adolescents.

The United States Youth Development and Delinquency Prevention Administration, in a paper published in 197[illegible], expressed concern about the lack of opportunity for young people to obtain legitimate positive identities. Avenues open to adults are essentially closed to young people. The report concluded that young people are in general unable to develop:

1. A sense of competence that is a derivation of an ongoing work role.

4. "Children Without Homes". Institutions Etc. March 1979, page 11.

5. "Young People Ignorant of Democracy". FPS #62, Ann Arbor 1979, page 27.

2. A sense of usefulness that results from realization that work is a contribution valued by others.

3. A sense of belongingness which results from the realization of connection with family, work group, political party, etc.

4. A sense of power or potency which is derived from an ability to exercise some control over those persons, organizations or institutions which control or attempt to control community behavior.

It is with these broad political, social, and economic realities in mind that Aunt Martha's pursues its program development and policy formulation.

b) Population served

Aunt Martha's serves a richly varied population, including both suburban and rural residents, and all ethnic, racial and economic groups. The service area also encompasses older industrial areas with many characteristics of an urban setting, such as high density and economic depression. Thus Aunt Martha's serves both the richest and the poorest elements of society.

c) Needs addressed

Aunt Martha's programs address many specific needs of youth. However, a youth does not need to be "sick" to become involved in Aunt Martha's programs, and youth are viewed as people, rather than as collections of symptoms. Some of the specific problems include: personal and family problems, running away, juvenile delinquency, abuse and neglect, teenage pregnancy, health needs, unemployment and lack of education, legal problems, drugs and alcoholism, and the need to participate in established social structures.

d) Philosophy

1. Community Participation

Aunt Martha's is committed to community involvement. Its services are made effective by the active investment of time and energy by youth and adult volunteers. Through 1978 the Center benefited from the contributions of 199 volunteers from diversified backgrounds, and 28 foster families scattered throughout the far south suburbs.

Community involvement at Aunt Martha's takes place at three levels of agency activity:

a) service delivery,

b) program planning, and

c) policy development

a) All Aunt Martha's programs use community volunteers as direct service workers. Young people and adults serve in key direct service capacities at both facility-based and outreach programs. Paid staff, many of whom were themselves volunteers (80%), serve as supervisors/consultants, resource developers, program coordinators, and trainers for volunteers. The involvement of community volunteers requires flexible work assignments and an accountability system that is adaptable to a volunteer's time commitment and availability.

Because of Aunt Martha's heavy reliance on volunteers to deliver direct services, volunteer training and supervision are crucial aspects of Aunt Martha's programs. All direct service volunteers are required to attend a 20-hour weekend training which

emphasizes skill development in the counseling techniques employed by the agency (see below - "Counseling Approach"), and which exposes volunteers to each Aunt Martha's program and service. (See Appendix A, p. 33 for a sampling of materials used at these trainings.) Volunteers then choose one area in which to work. Further specialized training opportunities, such as family therapy and drug emergency training, are offered to volunteers through specific programs. (Part 3, b of this section elaborates on the role of volunteers in each program.)

b) Once immersed in direct service activity, volunteers very often become interested in developing new services. Encouraged by the agency to use their innovative and creative energy, volunteers have conceptualized, written grants for, and launched several new Aunt Martha's programs.

c) Many volunteers participate as board members, either during or after their direct service work. Involvement of volunteers at this level helps assure continued commitment to the agency's guiding principles, and further strengthens the position of community volunteers in the organization.

2. Counseling Approach

Aunt Martha's staff and volunteers undergo an extensive training program which emphasizes listening and empathy skills, the friendly and constructive involvement of the counselor with the client, and the formation of positive plans for youth to assume responsibility for their lives. This non-clinical approach avoids diagnostic

"labelling" and dwelling on past and present negative experiences. Counselors are encouraged to gear their therapeutic approach to the needs of the client rather than restrict themselves to one treatment modality. Aunt Martha's training programs have been influenced by the writings of William Glasser and others, in particular the principles and practices of Reality Therapy.

e) Aunt Martha's basic goals and objectives

GOAL I — To increase opportunities for young people to develop as productive, positively involved community residents.

Objective: To provide high quality, responsive, and accessible (24 hour) services to youth and families.

GOAL II — To provide opportunities for youth to participate voluntarily in the affairs of the community.

Objectives: To create and maintain volunteer and paid assignments (direct service, service planning, and policy development) for youth at Aunt Martha's.

To place youth on boards and commissions of area units of local government.

To assist youth who are interested in participating in community affairs through supportive activity sponsored by Aunt Martha's.

f) Comprehensive service model and use of community resources

Aunt Martha's attempts to offer a comprehensive range of services, and to work with neighboring institutions and individuals to enhance the quality of services in the community. The agency creates working partnerships with other service-providers which allow Aunt Martha's to maintain involvement with clients, in contrast to a "linkage" model where client contact may be lost.

Examples of working partnerships include:

1. liasons between local hospitals and Aunt Martha's Drug Emergency Response Program to provide counseling for overdose victims;

2. arrangements with the Village of Park Forest enabling Aunt Martha's Youth Industries workers to remodel a Park Forest home; and

3. employment of a local consulting psychiatrist for residents of Aunt Martha's Group Home.

In these and other instances, Aunt Martha's interacts with community resources to improve the quality of service to youth in the south suburban area.

2) Program Management

a) Governance

Aunt Martha's is governed by a 21-member Board of Directors who reside throughout the service area. Nine members are youth, 18 and under. The Board of Directors has responsibility for the implementation of the service center, and formulates all general plans and policies.

The Executive Director is responsible for:

1. executing and funding the plans and policies established by the Board of Directors;

2. recommending programs to accomplish the purpose of the Center; and

3. hiring and firing staff of the Center within the guidelines of the personnel policies as adopted by the Board of Directors.

The Board maintains the following standing committees: Program Committee, Financial Development/Budget Committee, Personnel Committee, Political Action Committee, Youth Committee and the Affirmative Action Committee.

The Executive Committee of the Board is composed of the President, Vice President, Secretary, Treasurer, and two additional Board members.

b) Organizational structure

In its beginning years, Aunt Martha's rapid growth far surpassed attempts to impose a definitive organizational structure. A structure was needed which would allow for program functioning, evaluation, and the maintenance of community support without stifling initiative and creativity.

In 1978 the Board and staff studied the issues involved in structuring a rapidly changing agency, and generated several alternative organizational models. The structure shown below (figure 1, p. 18) was selected because it allows programs to assume different positions on the organizational chart as they grow, develop, and change.

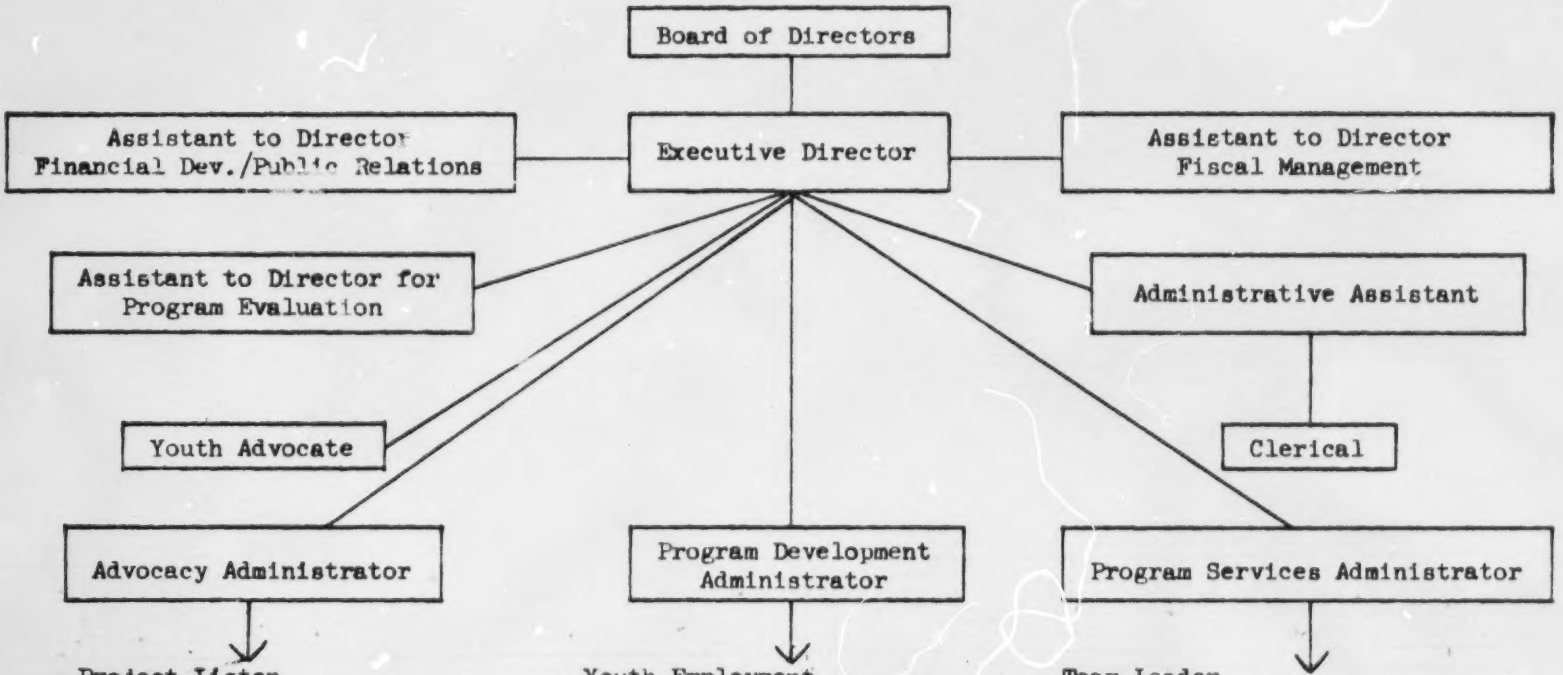
In the adopted model, three Assistants report to the Executive Director: the Assistant for Financial Development and Public Relations, the Assistant for Program Evaluation, and the Assistant for Fiscal Management. The Youth Advocate is a young employee who represents to the Executive Director the interests of all youth as they participate in the agency, whether as volunteers, staff, or clients. The Program Services Administrator is responsible for the day-to-day management of programs which are not expected to undergo significant changes. Programs in the developmental stages, or which are undergoing significant growth or change are overseen by the Program Development Administrator. The Advocacy Administrator works with local community and national political structures to create opportunities for youth involvement and participation, and to effect long-range institutional change for youth. Each separate

program has its own coordinator or "team leader" who trains and supervises staff, and works to achieve program goals.

Programs move between the Program Services unit and the Program Development unit as they stabilize, or need to expand or change directions. The decision to reassign a program is made by the Executive Director on the advice of the three Administrators. In order to join the Program Services unit a program must have acquired trained staff, and developed written operating procedures and a training manual. In addition the program must have completed a successful period of experimentation, and achieved a consistent level of service quality.

Figure 1

ORGANIZATIONAL STRUCTURE



- Project Listen
- Connections
- Legal Services
- Community Development
- Liaison to Local Community Organizations
- Research/Implementation Community Advocacy/Agenda

- Youth Employment YETP (Cook-Will), Youth Industries/Verities & Balderdash
- Health Services & Education
- Research and Respond to New Government Funding Initiatives for New Programs
- Group Work Specialist
  - Group Work Programs (SOAP, Neighborhood Groups, Parent Group, etc.)
- New Program Development

Team Leader
- Placement Services/Group Home
- Drop-In Center

Team Leader
- Drug Emergency Response Program
- Outreach Services (Cook & Will) Illinois Status Offender Services Project (ISOS) and Unified Delinquency Intervention Service (UDIS)

c) Funding

Aunt Martha's maintains a diversified funding base in order to develop comprehensive services and to avoid being restricted to grants aimed at a specific symptom or problem. Services are developed to meet regional needs, and funded with an interest in community cost-sharing.

As a young, private, not-for-profit organization Aunt Martha's main alternative for financial development and program growth was the pursuit of local, state, and federal grants and contracts. Currently, funding is largely governmental (90%), although plans call for expanded support from corporations and private donations through a newly-created corporate fund-raising program.

Many of Aunt Martha's newer youth employment programs have been set up to be self-sustaining through the organization of business activity that, if successful, will allow for lasting financial support for the specific program (these include the woodworking business, the youth arts and crafts co-op, Verities and Balderdash, and the home remodeling project).

A budget for July 1, 1979 to June 30, 1980 is shown in Appendix B, page 39 along with a list of funding sources.

d) Management tools

1. Fiscal Accountability

Aunt Martha's utilizes a computerized fund accounting and record-keeping system. Financial operating procedures are detailed in a management manual (see Appendix C, page 45).

2. Unit Program Planning

Because of the great diversity of programs offered by Aunt Martha's, the agency hesitated to impose an agency-wide planning process. However, in the fall of 1979, program

planning was implemented in the three administrative units -- Program Services, Program Development, and Advocacy. This process enables staff and community volunteers to have creative input into assessment of current services, needs for the future, and possible funding sources. Each unit is encouraged to set aside a considerable amount of time to discuss these issues in depth and to formulate recommendations for future programs. (Appendix D, page 48 contains the written outline for unit program planning.)

When the unit planning process is complete, the administrators of each unit, the assistants to the director, and the executive director examine the results of each unit's work, set priorities, and seek funding for future needs. The executive director presents the recommendations of this group to the Board for discussion and direction.

3. Uniform Intake System

Again because of the wide variety of Aunt Martha's programs, past data collection efforts were undertaken on a program-by-program basis. In 1979 for the first time, all agency intakes were recorded on the same form and fed into a computerized information system (omitting the client's name). (Appendix E, page 51 presents the Aunt Martha's Intake Form.) This uniform intake process assures compatibility of program statistics and gives a picture of the agency as a whole. The data collected facilitates the agency planning process, helps in the preparation of grant applications, and enhances public relations and fundraising efforts.

4. Client Service File

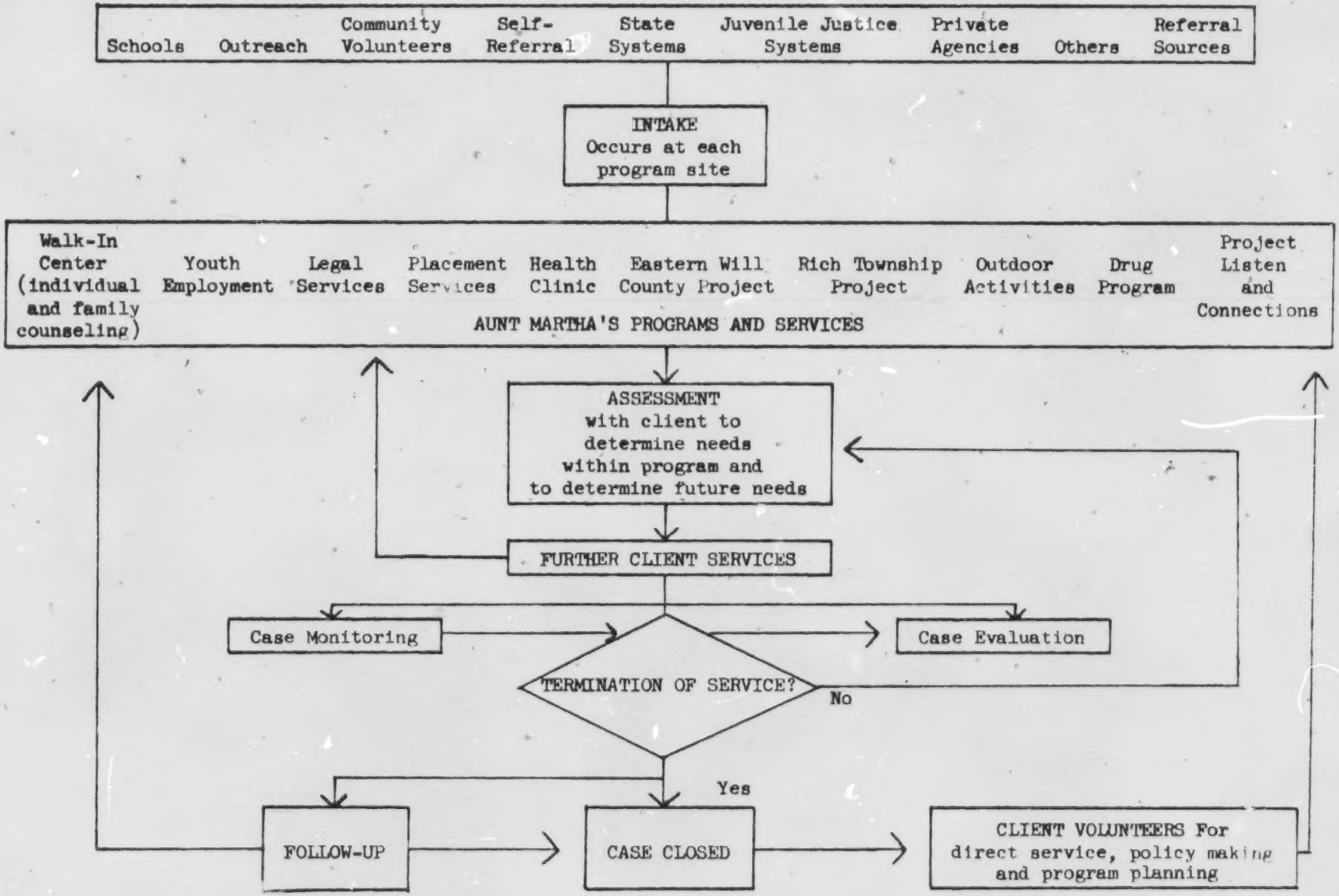
Under the uniform intake system, each staff person prepares a service file which lists the number of services as well as the number of service hours provided for each client. Besides acting as a monitoring device for case evaluation and planning, this instrument is used as a management tool in assessing service flow and effectiveness.

3) Program Operations (Services)

Figure 2, page 21, represents a flow-chart of Aunt Martha's service-delivery process.

Figure 2

FLOW CHART OF AUNT MARTHA'S SERVICE DELIVERY SYSTEM



a) Intake

1. Sources of Referral

Youth hear about Aunt Martha's in many ways. Many times another youth who volunteers at the agency will be the first source of information. Outreach is conducted by staff through presentations at schools and other youth programs, through contacts with police and probation officers, and by "street work" -- contact with young people in the community. Youth are also referred to Aunt Martha's by various state agencies such as the Illinois Department of Children and Family Services, the Unified Delinquency Intervention Service, and the Juvenile Court.

Usually a youth is attracted to the agency because of a specific pressing problem, and he/she is immediately connected to the program meeting that need. Once the immediate need has been met, the youth is in a position to explore with a counselor what other resources Aunt Martha's has to offer (see below, "assessment").

2. Case Screening (Eligibility)

Because Aunt Martha's strives to reach the most troubled youth in the community, the agency interacts with many state systems which utilize guidelines and eligibility requirements (such as ICDFS, CETA, and Title XX). Every effort is made to comply with those guidelines in these cases. At the same time, Aunt Martha's strives to reach youth not involved with state systems, and for these clients few or no eligibility requirements are imposed.

3. Information and Referral

Aunt Martha's does not attempt to be a "broker" of services with the community. With some exceptions (those outlined under "comprehensive service model", above, page 14), referrals are made to other programs within Aunt Martha's, rather than to outside agencies.

In becoming known as a resource to the community, Aunt Martha's maximizes accessibility through 24 hour coverage in the Walk-In Center, and through extensive community outreach work. At the same time the services themselves remain low-key -- no neon signs decorate the center offices or agency vehicles -- so that clients feel no stigma in approaching Aunt Martha's. Aunt Martha's is known to all agencies and community groups in the area, and is listed in major resource directories. Word of mouth contact with clients and volunteers is perhaps the major source of referrals to the agency.

4. Assessment and Planning

Once the immediate need has been met, counselors work with youth to decide on the course of their future relationship with Aunt Martha's. The youth is an equal partner in this process -- it is not a matter of a "professional" imposing a diagnosis and treatment plan on the client's life. Youths may stay with the same counselor throughout their experience at Aunt Martha's or they may change counselors as the need for other programs and services arises. Counselors work toward formulating new and positive goals rather than reducing symptoms. Through a relationship of liking and trust, counselors allow a feeling of independence to develop within the client.

Further involvement in Aunt Martha's may include receiving services other than the ones originally sought. It may also include work as a giver of service. Clients are ultimately challenged to help someone else.

b) User services

(Appendix G contains further information on many of the services described below.)

1. Walk-In Counseling Center

Trained youth and adult volunteer counselors provide individual, family, and crisis counseling 24-hours a day.

2. Alternative Shelter Services

Alternative living shelters are offered through a licensed community network of short and long-term foster homes. Youths, aged 17 or under, are eligible to use alternative shelters with a legal guardian's approval.

Long-term placement services are available to state wards in Aunt Martha's Group Home, which houses ten young women between the ages of 12 and 18. Clients may gain access to the Group Home through any of Aunt Martha's programs or by direct referral.

3. Teen Health Clinic

Counseling, information, and medical services concerning human sexuality are provided several times a week for young women and men. Sessions include: contraception counseling, VD diagnosis and treatment, pregnancy testing, and pre-natal care.

A "parachute group" is held for young women carrying their babies to term, covering pre-natal care and parenting skills.

The Health Clinic is staffed by a full-time Family Planning Coordinator, a Medical Director, a nurse practitioner, and several volunteer doctors in private practice.

4. The Eastern Will County and Rich Township Projects

These projects provide individual and family counseling and shelter care for eleven south suburban townships in eastern Will and south Cook counties.

Aunt Martha's staff and volunteers offer these services in people's homes, or other nearby locations. The Eastern Will County Project also runs a drop-in center several nights a week. Cases are referred by law enforcement agencies, schools, and other community organizations.

5. Specialized Group Services

Groups are offered as a separate program and to enhance the effectiveness of existing Aunt Martha's programs, including the Walk-In Center, the Group Home, Youth Employment, and Advocacy program.

Types of groups include: parent support groups, peer support groups, after school activity groups, outdoor adventure groups, family groups, and non-competitive game programs.

Volunteers act as assistant group facilitators, clerical assistants, and leaders of special activities. Training and supervision of volunteers is supplied by the staff.

6. Drug Emergency Response Program

Drug emergency assistance is available 24 hours a day through contact with Aunt Martha's specially trained professionals and volunteers.

Licensed by the Illinois Dangerous Drugs Commission, the Drug Emergency Response Program works closely with hospital emergency rooms to aid young people who are experiencing serious reactions to drugs and alcohol. Preventive drug counseling and educational talks are held at area elementary and secondary schools.

7. Youth Employment Training Program

The Youth Employment Training Program employs youth, many of whom have dropped out of school.

Participants also receive training, counseling, and job placement services.

Young people, aged 16-21 years, choose from four employment alternatives:

a) the Woodworking Shop, located on Aunt Martha's premises, which produces handcrafted wall units, coffee-tables, and plant stands;

b) Verities and Balderdash, a youth-run arts and crafts retail co-op;

c) the Home Construction and Remodeling Service, which recently completed work on a home in Park Forest; and

d) clerical and counselor-training positions at Aunt Martha's and other community organizations.

8. LISTEN: A Youth Participation Project

Youths involved with LISTEN perform in a play/discussion which highlights the importance of youth involvement in the decision-making process. Specially trained youths then act as consultants to community groups to create new opportunities for youth within those organizations and in the community at large.

9. Speakers' Bureau

Aunt Martha's Speakers' Bureau provides speakers and slide presentations to community organizations on topics ranging from foster care, volunteerism, health education, and Aunt Martha's services.

10. Connections

Connections, published four times a year, is a newspa[illegible] written for youth by youth. It offers a journalistic foru[illegible] for all young writers in the community.

11. Youth Legal Services

In this program, practicing attorneys volunteer confidential advice and counseling to young people on legal problems such as contracts, school-related concerns, family pro[illegible]s, and criminal law.

12. Volunteer Involvement in Programs

The Walk-In Counseling Center Requires: 20 hours of Reality Therapy Training. Case workers in the Center do not work alone until they have had experience in team sessions, 12 hours of

follow-up training to discuss their actual experiences, and have been evaluated. Currently there are 54 volunteers working as counselors, manning the Center from 7:00 to 11:00 p.m., seven nights per week. One-half of these volunteers are youth.

In addition, there are 14 Co-Supervisors, two for each night of the week, at least one of whom is an adult. Supervisors receive four additional hours of training: two in supervision of other volunteers and Center policy and regulations; and two in how to make a foster home placement.

Also, we have one volunteer under contract to act as interpretor for Spanish speaking families.

Shelter Services: We have 28 foster families. These volunteers are encouraged, but not required, to take the 20 hours of Reality Therapy Training. In addition, extensive home studies are conducted which include a minimum of four interviews with individual and group members of the family. The results are then submitted to the State which licenses these homes.

The Group Home for girls is licensed to handle up to 8 girls. Resident Advocates are recruited from the volunteers within the Agency who have already received the 20 hours of training and some experience. Their job is to work with the residents of the Group Home, one-on-one, to help orient them into school and community activities. They receive two hours of initial additional training and are required to spend an additional two hours per week, as a group.

In the Teen Health Clinic medical information and counseling is provided by 15 volunteers, five of whom are youth. All counseling volunteers have received the 20 hours Reality Therapy Training, plus seven hours of additional Health Clinic training on specific subject matters, and seven hours of on-the-job training and evaluation before they are allowed to work on a one-on-one basis. Two volunteers have had an additional two hours of training in simple lab work techniques. Training is conducted by the Coordinator with the advice of the M.D. Medical Director.

The Eastern Will County Project and the Rich Township Project use volunteers as Police Youth Counselors, who, after receiving referrals, work with youth and their families on an Outreach basis. All of the volunteers have 20 hours of Reality Therapy Training. Follow-up training is available to those who request or are determined to need it, plus bi-monthly meetings with their Community Coordinators for supervision and consultation. Direct service counselors in these two programs must be able to work individually as well as in teams, so most of the youth and many of the adults spend time working at the Walk-In Counseling Center in teams before moving over into these two programs.

The Specialized Group Services Program uses volunteers for transporting and chaperoning groups of youth on outdoor experience trips as well as in counseling. All volunteers have received 20 hours of Reality Therapy training, plus special training in group work theory.

The Emergency Drug Response Program requires the greatest amount of additional training. All volunteers must first take the 20 hours of Reality Therapy Training and the follow-up training. In order to go to an on site emergency (other than the hospital Emergency Room), they must also take 16 hours of first aid training, 7-1/2 hours of C.P.R. Training, and 16 hours of logical and attitudinal approaches to these problems.

In the Youth Employment Training Program adult volunteers tutor for the G.E.D. tests, provide supervision, work with youth on special projects, and work as teams in counseling situations.

The Youth Legal Services Program employs volunteer attorneys each of whom covers an evening of client appointments once every few months. Volunteer attorneys are given an initial orientation to the agency.

c) Case monitoring and evaluation

Each Aunt Martha's program employs its own method of monitoring and evaluating cases. Volunteers and staff meet on a monthly basis to discuss all active cases. A monthly evaluation form is prepared for each case. Appendix E, page 51 , presents program data for the first six months of 1979.

d) Termination of services

The decision to terminate is made by the client in collaboration with the counselor. An agency-wide termination form is required for each case. These termination forms, in conjunction with the monthly evaluation reports described above, allow easy compilation of statistics on success rates for program planning.

e) Follow-up

Methods of follow-up vary according to the needs of each program. These methods include letters and phone calls to clients asking for

evaluation of their experience at Aunt Martha's, and determining if there is a need for further service.

f) The client volunteers

Aunt Martha's encourages clients to participate in the life of the agency. Many "veterans" of Aunt Martha's have moved from being clients to volunteering in various programs. Through this experience they learn new ways to help others, and make valuable contributions to the agency.

D. PROGRAM EVALUATION

1) Evaluation of Individual Programs

In the beginning years of agency operation, Aunt Martha's used a decentralized mode of program evaluation, allowing each program to evaluate itself according to its own needs and using its own criteria. This model was stressed in order to free programs to be creative, without imposing an evaluation structure from above. Examples of program evaluation that took place under this model include studies of serious offender recidivism, number of pregnancies and incidence of venereal disease detected at the Health Clinic, and measures of increased self-esteem gained by the participants in the Structured Outdoors Activities Program, and consumer satisfaction surveys for all programs.

2) External Evaluations

Two external evaluations of Aunt Martha's volunteer services have been carried out: one in 1975 by Bruce Denner, John Wolf, and Daniel Larkin of Governor's State University, and one in 1978 by Matthew Jameson and Charles Johnson of George Williams College. The former evaluation resulted in a move toward comprehensive services and a stronger emphasis on family counseling. The latter evaluation increased support and training for volunteers by developing "teams" for volunteer supervision, and by involving volunteers in the unit planning process described above, page 19.

3) Overall Agency Evaluation

With greater organizational sophistication, increased obligations for accountability from diversified funding sources, and intensified

competition for limited funds, Aunt Martha's has recently implemented an overall system for evaluating programs with respect to the agency goals. This system will consider the agency as a whole, rather than as a group of programs. Under the system the following data will be generated:

a) Number of clients served, and demographic information (this is already collected by programs, but not for the agency as a whole).

b) Service gaps and needs

c) Productivity of service (cost/benefit ratios)

d) Staff effectiveness

e) Possible new modes of intra-agency coordination

It is important to note that a substantial fertile period of growth preceded this attempt to impose overall agency evaluation criteria. In the agency's formative years, creativity, immediate response to needs, and flexibility were more highly valued than an organized "system". Only with increased stability was it possible and even desirable to implement a fixed organizational structure and a uniform system of program evaluation.

4) Aunt Martha's Public Recognition

Aunt Martha's has received considerable external recognition. Our young people have been appointed to various youth service planning and policy making boards, including the National Youth Alternatives Project, the National Network of Runaway Youth Services, the Illinois Juvenile Justice and Delinquency Prevention Advisory Council, the Cook County Office of Manpower Services Advisory Council, and the South Suburban

Health Systems Agency. Two award nominations from prominent groups -- The James Brown IV Annual Award of Excellence sponsored by the Chicago Community Trust, and Volunteer Activist Award -- have demonstrated Aunt Martha's management capabilities and the high quality of services it provides to youth and the community.

The Illinois House of Representatives and the Park Forest Village President have commended the agency for its service to the community. And Aunt Martha's achievements were cited by the National Municipal League as a contributing factor in naming Park Forest an All-American City in 1977. (See Appendix H.)

Representatives from Aunt Martha's were invited to testify in Boston, Massachusetts before the Vice President's Task Force on Youth Employment in September, 1979. In July, 1979, Aunt Martha's gave testimony on Youth Employment at a regional hearing in Madison, Wisconsin to a panel of Department of Labor representatives from national and regional offices, and regional prime sponsor representatives.

Aunt Martha's is a member agency of the Chicago Youth Network Council, the Illinois Youth Service Bureau, the Youth Action Council of Will County, South Suburban Youth Service Alliance, the Community Services Council of Will County, and the Palos Experimental Adventure Cooperative.

Aunt Martha's proposal, "Chicago Heights/Sauk Village Outreach Services to Youth", was awarded the highest ranking in the competitive category for Treatment of Serious Juvenile Offenders, by the Illinois Law Enforcement Commission (ILEC). This grant became effective in July, 1979.

APPENDICES

Appendix A

Volunteer Training Materials

Supportive Communication Scale

Level 1 (detracting)

The verbal and behavioral expressions of the helper either do not attend to or communicate less of the speaker's predicament or experience than the speaker has communicated himself. The listener tends to subtract from or respond to other than what the speaker is expressing or indicating.

Level 2 (equal)

The expressions of the helper in response to the expressed predicament or experience of the speaker are essentially interchangeable with those of the speaker in that they express a good deal of what the speaker is feeling, thing and doing about the problem. The helper's response picks up on that which the speaker has stated. This type of response opens communication between two people and builds involvement which sets in motion the helping process.

Level 3 (adding)

The response of the helper adds to the expressions of the speaker in such a way as to convey feelings, thoughts and contemplated behaviors regarding the problem that the speaker hints at or alludes to but does not ecpress verbally. The helper by way of thorough below guides speaker in an assessment of problem.

Examples

Speaker Statement

I don't know, I guess I've had it - I'm through. It seems like every time I try to get close to someone I get burned and I'm tired of the whole damned thing.

Level 1 (detracting)

I guess we all tend to get into situations like that sometimes, but we recover. You just have to learn to expect that there are time when you'll get hurt.

Level 2 (equal)

Your experiences have you thinking that you may never obtain a deep relationship with another person. Everything you have tried has led to frustration.

Level 2 (adding)

You're frustrated and very hurt to think that all your attempts of real involvement with other people lead nowhere. You can't bear the thought of another rejection, but the only thing left is loneliness - there has to be another way.

Personal Responsibility Scale

Level 1

The speaker avoids accepting any responsibility for any of his feelings, thoughts and actions. When a problem is reviewed, the speaker places responsibility for his/her difficulties on others, the situation or some tangible exterior force. A person functioning at this level very often denies obvious feelings, thoughts and easily observable behavior.

Example: The speaker, with flushed face, hotly declares, angry at him! "It's him who's always angry and causing me to have this problem."

Level 2

The speaker can usually identify and admit his/her feelings, thoughts and behavior related to problem. The speaker does take some responsibility for problem, however, options are limited and usually intended to even things with identified others who are accused of causing the problem.

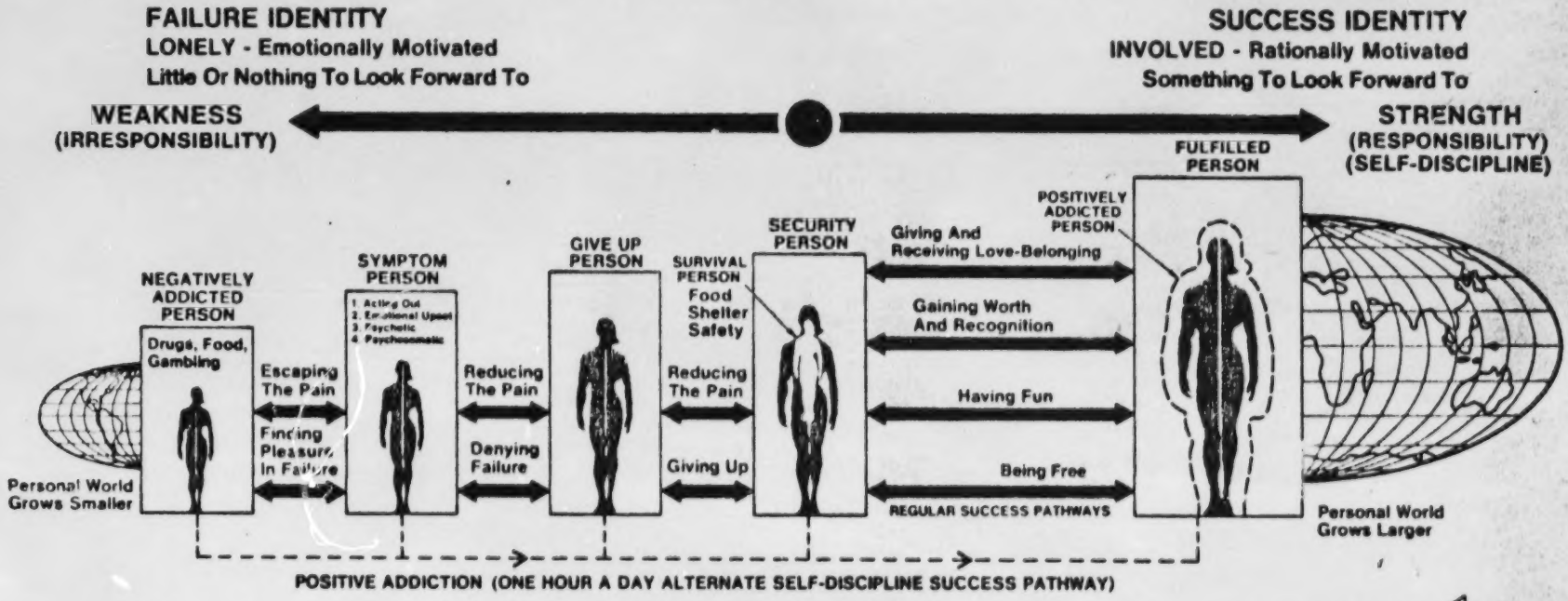
Example: The speaker half-heartedly admits, "Yeah! I think I get upset when my girlfriend doesn't want to go out with me ... I'll show her ... I'm not going to call her at all this week."

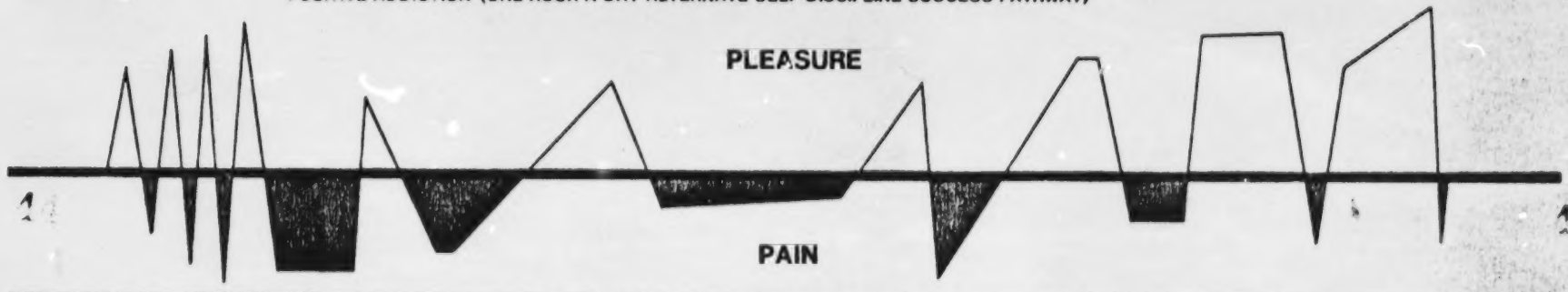
Level 3

The speaker almost always acknowledges his specific feelings, thoughts and actions and can express them with sincerity. The speaker can identify his/her contribution to the problem and realistically assess the role of others who are involved. A person at this level of functioning can review in detail what actions he/she has attempted to deal with problem and is ready to look at new alternatives.

Example: The speaker says, "It really hurts me to think that my parents won't trust me. My patience is being stretched pretty far. Nothing I have tried so far has gotten through - I just have to find a way to reach them."

THE BASIC CONCEPTS OF REALITY THERAPY





8 STEPS OF REALITY THERAPY

1) Make Friends 2) Ask: What Are You Doing Now? 3) Ask: Is It Helping? 4) Make A Plan To Do Better 5) Get A Commitment 6) Don't Accept Excuses 7) Don't Punish But Don't Interfere With Reasonable Consequences 8) Never Give Up

Created by
WM. GLASSER, M.D.
11633 San Vicente Blvd.
Los Angeles CA. 90049

AUNT MARTHA'S YOUTH SERVICE CENTER, INC.

REALITY THERAPY TRAINING WEEKEND EVALUATION

1. What is your overall evaluation of this training?

2. What were some of the strong points of this training?

3. How could this training be improved?

4. Do you plan to continue to utilize the Principles of Reality Therapy?

Yes ☐ No ☐

TRAINER EVALUATION FORM?

Date _____

Participant's Name _____ Phone _____

Trainer's Name _____ Phone _____

Did Participant attend all parts of the Training? _____

If no, what part or parts did Participant miss? _____

Demonstration of Skills	No Further Work Needed	Needs Further Work
Support of Other Group Members		
Listening		
Problem Solving		
Resourcefulness - Alternatives		
Connecting Behavior with Feelings		
Understanding Different Aspects of a Problem		
Composure in the Helping Role - Relaxing		
Allowing Client to Take Responsibility For Their Problems		
Understanding Basic Principles and Concepts of Reality Therapy		
Using the Steps of Reality Therapy at the Appropriate Times		
Appropriate Use of Humor		

Does the Participant have any reservations, problems, or need any further information about Reality Therapy? _____
If yes, what? _____

Do you feel the Participant is ready to work alone?

Comments?

Please turn these sheets in to Marv. Thanks.

3/79

Appendix B

Budget and Sources of Revenue

FINAL BUDGET - July 1, 1979 to June 30, 1980

SUMMARY *

PERSONNEL		
Wages		
Administration	$ 94,280.00	
Advocacy	42,815.00	
Program Development	357,432.00	
Program Services	179,810.00	
		$ 674,337.00
Fringe		
Administration	12,256.00	
Advocacy	5,566.00	
Program Development	46,466.00	
Program Services	23,375.00	
		$ 87,663.00
Travel & Training		
Administration	$ 8,035.00	
Advocacy	2,950.00	
Program Development	11,015.00	
Program Services	14,640.00	
		$ 36,640.00
Consultants & Contracts		
Administration	$ 62,330.00	
Advocacy	11,900.00	
Program Development	8,170.00	
Program Services	13,544.00	
		$ 95,944.00
TOTAL PERSONNEL		$ 894,584.00
NON-PERSONNEL		
Phones		
Administration	$ 7,500.00	
Advocacy	250.00	
Program Development	2,720.00	
Program Services	9,300.00	
		$ 19,770.00
Rent		
Administration	$ 3,000.00	
Advocacy	750.00	
Program Development	16,004.00	
Program Services	17,895.00	
		$ 37,649.00

* Copies of complete, updated budget are available on request.

Supplies & Fees		
Administration	$ 23,400.00	
Advocacy	4,400.00	
Program Development	13,650.00	
Program Services	4,910.00	
		$ 46,360.00
Insurance		
Advocacy	$ 850.00	
Program Development	4,000.00	
Program Services	5,275.00	
		$ 10,125.00
Utilities		
Program Development	$ 2,130.00	
Program Services	6,570.00	
		$ 8,700.00
Equipment		
Program Development	$ 2,710.00	
Program Services	7,110.00	
		$ 9,820.00
Special Expense		
Program Services		$ 53,652.00
TOTAL NON-PERSONNEL		$ 186,076.00
TOTAL PERSONNEL		$ 894,584.00
TOTAL		$1,080,660.00
ADDITIONAL EXPENSE		68,000.00
TOTAL EXPENSE		$1,148,660.00

REVENUE, FISCAL YEAR 1980

I. Municipal & Townships

A.	Park Forest (General Support)	$ 7,700.00
B.	Park Forest (Health Clinic)	11,750.00
C.	Park Forest (Outreach)	13,250.00
D.	Park Forest (Rich Township Services)	2,950.00
E.	Richton Park	2,500.00
F.	Matteson	5,000.00
G.	Olympia Fields	1,500.00
H.	Park Forest South	7,000.00
I.	Monee Township	1,500.00
J.	Crete Township	2,000.00
K.	Park Forest (CGL)	22,050.00
		$ 77,200.00

II. United Way

A.	Park Forest/Richton Park	$ 10,000.00
B.	Flossmoor	2,100.00
C.	Matteson	2,000.00
D.	Country Club Hills	4,000.00
E.	Homewood	2,500.00
F.	Chicago Heights	10,000.00
G.	Sauk Village	1,500.00
H.	Crete Township	6,000.00
I.	Will County	4,500.00
J.	Park Forest South	100.00
		$ 42,700.00

III. State & Federal Grants - (91%)

A.	Illinois Family Planning Council	$ 36,150.00
B.	Cook County Office of Manpower Services (YETP)	250,000.00
C.	Cook County Office of Manpower Services (YCCIP)	116,699.00
D.	Ill. Dept. of Children & Family Service (Group Home)	128,152.00
E.	Ill. Dept. of Children & Family Service (Specialized Foster Care)	79,000.00
F.	Ill. Dept. of Children & Family Service (Counseling)	13,000.00
G.	Will County CETA Title VI	35,000.00
H.	Will County CETA (YETP)	11,990.00
I.	Ill. Status Offender Services (Cook)	3,807.00
J.	Ill. Status Offender Services (Will)	4,124.00
K.	Unified Delinquency Intervention Services (Cook)	1,982.00
L.	Unified Delinquency Intervention Services (Will)	19,000.00
M.	Title XX (Ill. Delinquency Prevention Commission)	50,000.00
N.	Ill. Law Enforcement Commission (Diversion)	17,386.00
O.	Ill. Law Enforcement Commission (Shelter Care)	43,724.00
P.	Ill. Law Enforcement Commission (Serious Offenders)	59,642.00
Q.	Dangerous Drugs Commission	28,538.00
R.	Temporary Housing Project (HEW)	13,000.00
		$ 911,[illegible]4.00

IV.	Foundations *	
	A. Chicago Community Trust (General Support)	$ 5,000.00
	B. Chicago Community Trust (Project Listen)	20,000.00
	C. Field Foundation (Project Listen)	5,000.00
	D. Illinois Bar Foundation	3,000.00
	E. Chicago Bar Foundation	3,000.00
		$ 36,000.00
V.	Fees	
	A. Health Clinic	$ 6,500.00
	B. Reality Therapy	37,000.00
		$ 43,500.00
VI.	Other	
	A. Churches	$ 2,000.00
	B. Groups	3,000.00
	C. Miscellaneous	2,000.00
	D. Youth Coop	4,000.00
		$ 11,000.00
TOTAL REVENUE		$1,122,044.00
TOTAL EXPENSES		$1,148,660.00
		(26,616.00)

* Please see updated list (next page) of recent foundation and corporate support.

AUNT MARTHA'S YOUTH SERVICE CENTER, INC.

Recent Foundation and Corporate Support

Source	Amount	Purpose
Chicago Community Trust, 1978	$20,000	PROJECT LISTEN - Youth Advocacy
Field Foundation, 1978	6,300	PROJECT LISTEN
Chicago Community Trust, 1979	20,000	PROJECT LISTEN
Robert R. McCormick Foundation, 1979	5,000	Sexual abuse and incest project
National Council of Jewish Women, 1979	500	Legal services
Aetna Life and Casualty Insurance Companies of Illinois, 1979	500	Legal services
Chicago Bar Foundation, 1979	3,000	Legal services
Illinois State Bar Foundation, 1979	3,000	Legal services
Washington National Insurance Company	2,000	Legal services
Sargen Real Estate Company, 1979	500	Cooperative Management Program - printed materials
Kemper Insurance Group, 1979	250	Cooperative Management Program

Appendix C

Financial Operating Procedures

AUNT MARTHA'S YOUTH SERVICE CENTER, INC.

Financial Operating Procedures

I. Time Keeping and Payroll: All staff are required to log their work hours "in" and "out" on a time sheet. Payday is the 15th of the month and the end of each month. If there are 11 working days in a pay period, a full-time employee must log 88 hours' time. Since most of our staff is on 24-hour call, and all staff members have evening and weekend meetings, the work hours never show as 9 to 5, 5 days per week.

Time sheets must be signed by employee; approved by their Administrator or by the Administration and Personnel Person; turned into the Fiscal Agent in order for a paycheck to be issued. Checks are made out by the Fiscal Agent on a check writer, signed by same and by the Administration and Personnel Person. Time sheets must be turned in in order to collect a payroll check.

II. Financial Reporting: A cash flow statement is issued monthly to the Board of Directors. Since Board meetings are the first of the month, the statement runs a month behind, i.e., June 5th Board meeting had cash flow statement as of April 30th.

Total Agency expenditures, cash flow situations, and income expectations vs. reality are reviewed regularly by the Fiscal Agent and the Administration and Personnel Person. When problems arise, the Executive Director is alerted and the three meet to discuss alternatives for solving same, although final decisions rest with the Executive Director. As needed, the budget is revised to reflect program expansion showing new costs and new income, or to show decreases in income expectations and program cuts.

Administrators of specific projects also keep an eye on their program expenditures. In the case of the Group Home, all vouchers are approved by the Administrator before payment is made through the Fiscal Agent. In other Agency programs, the Fiscal Agent simply notifies the Project Administrator if, for example, phone bills or office supplies are consistently over their monthly allocation.

III. Purchasing: Most purchasing is done thru the Central Office by the Fiscal Agent. All equipment orders are placed on vouchers and appropriate accounts are charged. General Office Supplies such as stationery, pens, etc., are ordered by the Fiscal Agent or Administration and Personnel Person through the Central Office. Monthly, all expenses for general office supplies are tallied and divided by 8. Each project is then charged with 1/8 of the expenses. It is handled in this fashion since each project refers into others within the Agency and all grants are based on the Administration and the referral back-up services within the Agency. The majority of such supplies are used by the typists who do the paper work for all projects, but are part of the Administration and Support Services of the entire Agency.

We have 2 or 3 local charge accounts and small equipment is often purchased by the Office Coordinator on these accounts. If requested by a specific project Coordinator or Administrator, appropriate vouchers are filled out and specific grants are charged with those purchases.

All large items such as video tape equipment, etc. (over $100 in value) must be itemized in the Board approved budget or else taken as an individual item to the Board for approval. Bids are requested and decions made by the Administrative Staff of the Agency.

The procedure is as follows: Items are ordered by the Fiscal Agent and a voucher is made with required signatures. When the bill is received, it is attached to the voucher. The voucher is approved by the Project Administrator or by the Agency Administration and Personnel Person. It is then given to the Office Coordinator who writes the check. Checks must then be signed by the Fiscal Agent and the Administration and Personnel Person. Vouchers are filed by account number and held for 5 years. (In case of vacations or emergency, Executive Director and/or President of the Board may sign checks.)

IV. Accounts Payable: Bills for services, i.e., phone, rent, etc. are sent to the attention of the Fiscal Agent. Vouchers are made out and approved by the Project Administrator and the Administration and Personnel Person. Checks are written by the Office Coordinator and the same procedure is followed as outlined for purchasing.

V. Reimbursements: Reimbursements are also made on the voucher system and require Project Administrator approval. This practice is discouraged for very small amounts of money - under $5.00. Salaried staff members receive $20.00 per month in expense money and small purchases are expected to be covered by that allowance.

VI. Fiscal Records: All fiscal records are computerized by grant or contract, showing one month and year to date cost on general ledger, journal and balance sheets. Payroll records are also computerized.

VII. Property Control: All equipment is assigned an inventory number, which is affixed to the equipment itself. The number will include a grant number and initials of the funding agency too, if it was purchased by specific project funds. An inventory list of equipment is kept in the Center files which lists inventory number, grant and funding agency initials if appropriate, description of the item, approximate value, and its permanent office location.

Valuable equipment such as video tape monitor, camera, slide projector, etc. are kept in locked file cabinets or locked closets. This equipment must be signed out with name of responsible person and expected date of return, before it is allowed to leave its site location. This also serves as a scheduling sheet.

VIII. Administrative Record Keeping System: All jobs are advertised within the Agency and either all zones of the local newspaper and/or the Chicago Tribune, relevant college placement offices in the area. A file is kept on where job has been advertised. All applicants are required to send resumes. Upon receipt of resume an Aunt Martha's application form, a cover letter and an Affirmative Action survey questionnaire is sent.

Applications and resumes are screened and an interview committee is convened. Applicants not being granted an interview are so informed by mail. Affirmative Action Flow Charts are kept on those interviewed and a sheet is attached to each job application indicating disposition after the interview. All candidates dropped at the interview stage are so informed by mail.

Successful candidate is then hired on probation pending reference check and 6-month probationary period. Resume, application, and disposition form are placed in a personnel file. Using the hiring schedule and guidelines in the Personnel Policies, points on resumes are counted and starting salary is determined. A contract is drafted, typed and signed by the Executive Director. Two copies are sent to the new employee for signature, along with the Personnel Policies. One copy is for the employee to keep and the original is signed by employee and placed in personnel file. The bottom of the contract includes a list of forms and documents all staff are required to furnish within 30 days of their employment in order to keep us in compliance with the various licensing and contract requirements to which the Agency as a whole must adhere. These forms include: a medical examination form, Dept. of Children and Family Services CFS-1 Form, a xerox copy of educational achievements, a Form A from the Illinois Dangerous Drug Commission, and three letters of reference which we send for when probationary employment commences. All forms are kept in the personnel file.

The bottom half of the interview disposition form has lines and spaces for salary increments, promotions, increase in hours, etc. All employees are evaluated on an annual basis by their Project Administrator or by the Executive Director, in conference with the employee. Evaluations are typed with a carbon for the employee, signed by the Project Administrator and/or the Executive Director and by the employee. Evaluations are then placed in the Personnel File.

Personnel Files are available to the Executive Director and the Assistant Director for Administration and Personnel. Employees have access to their entire file upon request.

Appendix D

Unit Program Planning Guide

UNIT PROGRAM PLANNING - AN 18-MONTH OUTLOOK OUTLINE

AUNT MARTHA'S BASIC GOALS AND OBJECTIVES:

GOAL I — To increase opportunities for young people to develop as productive, positively involved community residents.

Objective: To provide high quality, responsive, and accessible (24 hour) services to youth and families.

GOAL II — To provide opportunities for youth to participate voluntarily in the affairs of the community.

Objectives: To create and maintain volunteer and paid assignments (direct service, service planning, and policy development) for youth at Aunt Martha's.

To place youth on boards and commissions of area units of local government.

To assist youth who are interested in participating in community affairs through supportive activity sponsored by Aunt Martha's.

I. Goals *

A. Program Goals
B. Compatibility of agency's goals and program goals
C. Program objectives
D. Effectiveness of program objectives in meeting program and agency's goals.

II. Current Services

A. List of services in each program
B. Statistics - January 1979 - July 1979

1. Number of people served
2. Number of hours spent per client
3. Number of volunteers involved in each program
4. How volunteers are used in each program

C. Targets set for each service
(what each service can accomplish in the next 18 months)

1. Total service units that can be achieved in the next 18 months.
2. Total number of people who can be served (for each service) in the next 18 months.

a. Type of volunteers needed
b. Ideas for recruitment of those volunteers (should include new approaches)
c. Where to locate those volunteers (should include new, untapped areas)

* Youth participation should be maximized in all programs.

OTHER PROGRAM TARGETS

* Assumption - When looking at Numbers III and IV, the following should apply:

1. Any expansion of resources should first make use of volunteers or expand the role of volunteers to meet service needs.

2. If additional staff is needed, it must be shown that existing staff and volunteers are not capable of handling current or new services.

3. Funding prospects for new staff should be analyzed.

III. Evaluation (Success in meeting goals and objectives)

NOTE: Example of some evaluation tools:

1. Pre and Post testing
2. Consumer survey
3. Reduction in recidivism
4. Success in involvement

When evaluating each project, two or more evaluation tools should be used.

A. Strengths and weaknesses of current programs
B. Determine service gaps

IV. Recommendations

A. Maintaining present services
B. Adding new services
C. Other *

Appendix E

Intake Sheet

AUNT MARTHA'S YOUTH SERVICES INTAKE SHEET

Client Name _____

1. Client ID # _____ Phone # _____ 1. /_/_/_/_/_/ (2–6)

2. Date of Intake ___/___/___ (Year Month Day) 2. /_/_/_/_/_/_/ (7–12)

Address _____ (Street) 3. (City) 4. (Township) 5. (County) 3. /_/ (13–14)

Guardian's Name _____ Phone # _____ 4. /_/ (15–16)

Address _____ 5. /_/ (17)

6. Client's Date of Birth ___/___/___ (Year Month Day) 7. Present Age _____ 6. /_/_/_/_/_/_/ (18–23)

7. /_/ (24–25)

8. Sex of Client: 1. Male 2. Female 8. /_/ (26)

9. Race: 1. White 2. Black 3. Latino 4. Native Amer' 5. Oriental 6. Other 9. /_/ (27)

10. School Status: 1. In School 2. Out of School Last Grade Completed _____ 10. /_/ (28)

11. School Attending _____ 11. /_/ (29–30)

12. Current Living Arrangement: 01. Nuclear Family 02. Reconstituted Family 03. Father 04. Mother 05. Siblings 06. Relatives 07. Foster Family 08. Spouse 09. Unrelated Individuals 10. Institution/Residential 11. Self-Sufficient 12. Other 12. /_/ (31–32)

13. Employment Status of Client: 1. Full Time 2. Part Time 3. Not Working — 13. ___ (33)

14. Program Area at Intake _____ — 14. ___ (34 35)

15. Intake Status: 1. Crisis 2. Non-Crisis — 15. ___ (36)

16. Referral Problem _____ — 16. ___ (37 38)

17. Referral Source _____ — 17. ___ (39 40)

18. Received services from Aunt Martha's before? 1. Yes 2. No — 18. ___ (41)

19. Is there or has there been significant involvement with another service provider? 1. Yes 2. No — 19. ___ (42)

20. Measure of volunteer community involvement: Check those activities client is involved in at intake
- 20.1 School Extra-Curricular _____ — 20.1 ___ (43)
- 20.2 Religious Sponsored _____ — 20.2 ___ (44)
- 20.3 Government Sponsored _____ — 20.3 ___ (45)
- 20.4 Private Sponsored _____ — 20.4 ___ (46)
- 20.5 No Involvement _____ — 20.5 ___ (47)
- 20.6 Unknown _____ — 20.6 ___ (48)

21. Employment Status: Father _____ Mother _____ — 21. ___ (49 50)
1. Full-Time 2. Part-Time 3. Not Working 4. Not Applicable

22. Annual Income: 1. 0-$5,000 2. $5,000-$10,000 3. $10,000-$15,000 4. $15,000-$20,000 5. $20,000-$30,000 6. $30,000-$50,000 7. $50,000-+ 8. Unknown — 22. ___ (51)

23. Occupation Status: Father _____ Mother _____ — 23. ___ (52 53)
1. Professional 2. Manager 3. White Collar 4. Skilled Craft 5. Semi-Skilled 6. Unskilled 7. Public Assistance 8. Not Applicable 9. Unknown Place of Employment: Father _____ Mother _____

24. Parent Marital Status: 1. Single 2. Married 3. Common-Law 4. Separated 5. Divorced 6. Widowed 7. Both deceased — 24. ___ (54)

25. Number of people in household Youths _____ Adults _____ — Youths 25. ___ (55 56) Adults ___ (57 58)

26. Is client considering running away? 1. Yes 2. No — 26. ___ (59)

27. Are there any indications that this is a physically abusive family? 1. Yes 2. No — 27. ___ (60)

28. Are there any indications that this is a sexually abusive family? 1. Yes 2. No — 28. ___ (61)

29. Are there any indications that there are alcohol problems in this family? 1. Yes 2. No — 29. ___ (62)

Appendix F

Six Month Statistics, January 1979 - July 1979

AUNT MARTHA'S YOUTH SERVICE CENTER, INC.

AUNT MARTHA'S YOUTH SERVICE CENTER, INC.
Six-Month Statistics
January, 1979 to July, 1979

1. The Walk-In Counseling Center is open every night of the year from 7:00 to 11:00 p.m. Individual, family and hotline counseling services are provided by trained youth and adult volunteer counselors. The Madd Hatter Teahouse is open on Saturday nights with activities and entertainment for youth.

A. AGES:

9 - 2	17 - 19
11 - 2	17.5 - 1
12 - 2	18 - 7
13 - 9	19 - 4
14 - 14	20 - 1
15 - 19	21 - 2
16 - 19	Over 21 - 6

Total - 107

B. SEX: Male - 47 Female - 60

C. RACE: Black - 4 White - 100 Oriental - 1 Other - 2

D. SOURCES OF REFERRAL:

Self	- 52	Hospital	- 1
Parent(s)	- 26	Hotlines	- 2
Friend	- 8	Y-Cares	- 1
Relative	- 4	Homewood Civic Center	- 1
Police	- 6	Juvenile Court	- 1
School	- 4	Staff (YETP)	- 1

E. TOWNS:

Park Forest	- 30	Oak Forest	- 1
Flossmoor	- 1	Tinley Park	- 5
Homewood	- 4	Orland Park	- 2
Country Club Hills	- 5	Park Forest South	- 3
Matteson	- 5	Lansing	- 2
Olympia Fields	- 1	Chicago	- 2
Richton Park	- 4	West Haven	- 1
Chicago Heights	- 9	Riverdale	- 1
Sauk Village	- 11	Roseland	- 1
Glenwood	- 2	Oak Lawn	- 1
Steger	- 4	Palos Hills	- 1
East Chicago Heights	- 1	Melrose Park	- 1
Crete	- 1	Evergreen Park	- 1
Hazel Crest	- 5	Decatur	- 1
Markham	- 1		

F. TOWNSHIPS:

Rich	- 50	Other	- 10
Bloom	- 27	Westhaven	
Orland	- 7	Riverdale	
Monee	- 3	Roseland	
Thornton	- 2	Oak Lawn	
Crete	- 1	Palos Hills	
Bremen	- 7	Melrose Park	
		Decatur	
		Evergreen Park	
		Chicago	

G. RUNAWAYS:

43 of the 107 people came in to discuss leaving home as as alternative to their problem(s).

H. SATURDAY NIGHT TEAHOUSE

There were 4 visitors and 3 crisis calls during Teahouse hours in the six-month period.

I. TOTAL HOURS:

Intakes Only - 65.5
Active Cases - 472.5
Phone - 90.0 (from March thru June)

TOTAL HOURS SPENT: 628.0

2. Rich Township Project extends police department diversion services to all municipalities in Rich Township. The Project also accepts referrals from schools and other community agencies. Services are provided on an outreach basis through community volunteers.

A. Total referrals for services - 14

B. TOWNS:

Park Forest	- 8
Richton Park	- 1
Matteson	- 4
Country Club Hills	- 1

C. AGES:
11 - 1
14 - 3
15 - 4
16 - 2
17 - 4

D. RACE: Black - 2 Latino - 1 Polynesian - 1 White - 1

3. The Teen Health Clinic currently provides counseling, information, and medical services concerning teen sexuality, Tuesday evenings and Saturday mornings, and the first and third Thursday evenings of the month. The evening session begins at 5:45 with an education session for new people. Physical examinations for young women for contraceptives, VD diagnosis and treatment, pregnancy testing and examinations, counseling and referrals follow at 7:00 p.m. Ongoing rap sessions are structured by participants. $6.00 annual donation for young women. Appointments are necessary. Call 747-2703. A Parachute Group for young women carrying their pregnancy to term is open on Wednesday nights. Call for appointment. Services for young men also.

A. TOTALS:

Number of contacts in clinic	- 511
Number of visits to clinic	- 857
Physical examinations	- 480
Pregnancy tests	- 163
Positive results	- 103
Counseling	- 232
VD tests specifically requested	- 22
Total positive VD test results	- 25

B. TOWNSHIPS:

Rich	- 215	Thornton	- 35
Bloom	- 95	Eastern Will County	- 42
Bremen	- 57	Other	- 67

C. MUNICIPALITIES:

Park Forest	- 157	Homewood	- 10
Chicago Heights	- 62	Olympia Fields	- 10
Crete	- 42	Peotone	- 10
Steger	- 27	Hazel Crest	- 10
Park Forest South	- 20	Glenwood	- 9
Matteson	- 18	Flossmoor	- 7
Country Club Hills	- 15	Mokena	- 7
Tinley Park	- 15	Harvey	- 7
Richton Park	- 12	Beecher	- 5
Lansing	- 11		

Markham, Crestwood, Chicago Ridge, Riverdale, Dixmoor, Dolton, Posen, Orland Park, Midlothian, Evanston, Mundelein, Bolingbrook, Worth, Joliet	1 each
South Chicago Heights, Burbank, Blue Island, Kankakee, Oak Lawn, EAst Chicago Heights	2 each
Chicago, Calumet City, Palos Heights, South Holland, Thornton, Lynwood, Alsip	3 each
Monee, Sauk Village, Frankfort, Oak Forest, New Lenox	4 each

D. HOURS OF DIRECT SERVICE:

Services performed for clinic contacts not receiving physical examinations or pregnancy tests	314
Patients receiving physical examinations	1,080
Patients receiving pregnancy tests	300

Problem pregnancy counseling	104
Other counseling (negative pregnancy tests, sexual relationship problems, etc.)	65
Social service and medical referrals	50
Total	1,913 hours

E. INDIRECT SERVICE HOURS BY COORDINATOR:

Public Speaking Engagements	- 32	72 hours
Service Development (committee meetings)	- 20	80 hours
Conferences	- 2	28 hours
Training	- 5	72 hours
Volunteer training and meetings	- 15	68 hours
	Total	320 hours

F. VOLUNTEER PARTICIPATION:

Over 21 years old:	
3 persons x 52 clinics x 4 hours	624 hours
Registered nurses:	
1 person x 6 clinics x 3 hours	18 hours
Student nurses:	
3 persons x 35 clinics x 3 hours	315 hours
19 - 21 year old:	
1 person x 52 clinics x 4 hours	208 hours
18 years and under:	
2 persons x 52 clinics x 4 hours	416 hours
Total 1,581 hours of direct service	

G. VOLUNTEER TRAINING PARTICIPATION:

Training sessions	- 150 hours
Supervised on-the-job training	- 208 hours
Total	358 hours
Total volunteer participation hours	- 1,939 hours

4. Eastern Will County Project provides police department diversion services to the Will County Sheriff and Crete, Monee, New Lenox, Frankfort, and Manhattan Townships, the Will County Division of the Department of Children and Family Services, and other community agencies. Services are provided on an outreach basis through community volunteers. A Drop-In Center is open on Thursday nights for counseling. Activity groups are offered in several communities. Shelter Care services are available.

A. TOWNS:

Crete	- 4	Richton Park	- 4
Steger	- 5	Will County Unincorporated Areas	- 16
Beecher	- 1	Park Forest South	- 23
Peotone	- 3	Sauk Village	- 1
New Lenox	- 5	Park Forest	- 1
Frankfort	- 6	Joliet	- 8
Manhattan	- 0	Braidwood	- 1
Mokena	- 5		

B. Total Referred to Project - 83
Accepted into project - 83
Referred to other agency or other program other than Aunt Martha's - 6

C. Number of parents into project last six months (9-12-9-17-9-14) - 70

D. PRIMARY REASON FOR REFERRAL:

Legal violation	- 6
Truancy	- 1
Runaway	- 19
Beyond control of parents	- 10
Alcohol-related problems	- 2
Drug-related problems	- 1
Disruptive school behavior	- 9
Parental neglect or abuse	- 3
Other	- 9

1 - employment problems
2 - fight between brothers
1 - needs friend
1 - sister of school problem
1 - general concerns
2 - step-father needs living arrangements
1 - domestic/school

E. LIVING ARRANGEMENTS:

Two natural parents	- 31	Siblings	- 1
One natural parent	- 27	Other relatives	- 2
One step parent	- 10	Unrelated individuals	- 2

F. REFERRAL SOURCE:

Police	- 21	School	- 10
Probation	- 3	Parent/Guardian	- 8
Local Public Agency	- 1	Self-Referral	- 19
Local Private Agency	- 5	UDIS	- 5
		Other	- 2

1- Friend
1- Family member

G. AGE:

8 - 2	15 - 11
9 - 4	16 - 16
10 - 3	17 - 13
11 - 15	18 - 1
12 - 4	
13 - 6	
14 - 12	

H. SEX:

Male - 48 Female - 29

I. RACE: White - 62 Black - 10 Latino - 3 Native American - 2

J. SCHOOL STATUS:

In-School	- 53
Drop-Out	- 10
Expelled	- 2
Other	- 4

K. SERVICE HOURS:

2,635.75 hours

5. Outdoor Activities Program offers youth a structured intensive small group experience in the outdoors. The group experience is scheduled for a four-month period with three program phases: close-to-home day experiences, a wilderness expedition, and follow-up experiences spinning youth off into other community activities. The program is open to youth in counseling with other Aunt Martha's programs or through referral from other community agencies

A. Total Youth Served - 83

B. SEX: Male - 40 Female - 43

C. COUNTY: Cook - 27 Will - 56

D. SOURCE OF REFERRAL:

Interagency	- 27	Parent	- 4
School	- 35	Police	- 2
Self	- 14	Private Psychiatrist	- 1

E. RACE:

Black - 9	Latino - 2
White - 72	Other - 0

F. AGES:

10 - 2	16 - 16
11 - 0	17 - 18
12 - 2	18 - 8
13 - 6	19 - 1
14 - 19	20 - 2
15 - 9	21 - 0

G. TOWNS:

Crete	- 19	Country Club Hills	- 1
Steger	- 8	Mokena	- 14
Park Forest South	- 3	East Chicago Heights	- 3
Park Forest	- 12	Sauk Village	- 2
Richton Park	- 1	Frankfort	- 5
Chicago Heights	- 6	New Lenox	- 5
Homewood	- 3	Matteson	- 1

H. TOWNSHIPS:

Rich	- 18	Frankfort	- 14
Bloom	- 19	New Lenox	- 10
Crete	- 22		

6. Drug Emergency Program provides crisis counseling, on a 24-hour basis, and community follow-up services to youth admitted to area hospital emergency rooms for serious physical and emotional reactions to drugs and alcohol. Also, counseling services are provided to community youth with drug related problems. Licensed by the Illinois Dangerous Drug Commission.

A. Total number of people in counseling - 77
(includes family members in significant cases)

Significant Cases * - 45

* Significant cases only include clients who are seen more than once or who are referred in an emergency situation.

B. REFERRAL SOURCE

Self and Parents	- 21	Schools	- 1
Friend	- 4	Other Agencies	- 5
Hospital	- 5	Other Aunt Marth's Programs	- 6
Police	- 3		

C. TOWNS:

Park Forest	- 5	Calumet City	- 1
Matteson	- 2	Country Club Hills	- 2
Sauk Village	- 6	Schaumberg	- 1
Chicago Heights	- 7	Glenwood	- 1
Homewood	- 4	Crete	- 1
Tinley Park	- 2	Oak Forest	- 1
Midlothian	- 1	Olympia Fields	- 1
Beecher	- 2	Richton Park	- 1
Oak Lawn	- 1	Peotone	- 1
Joliet	- 1	Chicago Ridge	- 1
Flossmoor	- 1	Lansing	- 1
Thornton	- 1		

D. SEX:

Male - 23 Female - 22 Total = 45

E. AGES:

18 and under - 30
Over 18 - 15
Total 45

F. Drug Information/Crisis Intervention calls - 74
(average 12 per month)

G. Direct Service Hours to Clients - 628

H. Training and Community Education

1. Impactor Training refers to presentation of a formal curriculum on drug programming to individuals who play a significant role in the lives of young people - teachers, youth workers, police, parents.

2. Community Education refers to formal or spontaneous presentations presented to schools, clubs, advisory boards, civic agencies, etc. for the purpose of promoting an awareness of substance abuse programs.

3. Impactor Training
105 people 147 hours 16 sessions

4. Community Education
768 people 103 hours 16 sessions

7. Listen: A Youth Participation Project is writing, directing and performing a play for community organizations to stress the importance of youth involvement in the decision-making process, and to better inform adults about problems facing young people in the community.

A. Nineteen performances of play/discussion
Total of 15 young people involved at various periods in this six months.

B. SEX: Males - 4 Females - 11

C. TOWN: Park Forest - 15

D. Eight to ten of these participants contributed between 150-200 volunteer hours.

Five to seven of these participants contributed 25-75 volunteer hours.

8. The Youth Employment Training Program employs up to 47 out-of-school non graduates between the ages of 16-21 years of age. Participants choose to work at one of the community-based worksites or in Aunt Martha's woodworking shop or the affiliated arts and crafts retail co-op. Also included in the program is group and individual counseling, provision for G.E.D. preparation or Basic Adult Education, and trainings aimed at improving employability skills and career awareness.

Y.E.T.P. - 23 youth	Y.C.C.I.P. - 15 youth	Combined - 38 youth
16-5	16-8	16-13
17-3	17-2	17- 5
18-3	18-3	18- 6
19-5	19-2	19- 7
20-6		20- 6
21-1		21- 1

B. SEX:

Y.E.T.P.	Y.C.C.I.P.	Combined
Male - 11	Male - 12	Male - 23
Female - 12	Female - 3	Female - 15

C. RACE:

Y.E.T.P.	Y.C.C.I.P.	Combined
White - 8	White - 12	White - 20
Black - 14	Black - 3	Black - 17
Mex. Am. - 1	Mex. Am. - 0	Mex. Am - 1

D. TOWNS:

Y.E.T.P.	Y.C.C.I.P.	Combined
Chicago Heights - 17	Chicago Heights - 3	Chicago Heights - 20
Park Forest - 3	Park Forest - 4	Park Forest - 7
So. Chgo. Hts. - 1	Hazel Crest - 2	Hazel Crest - 2
Matteson - 1	Matteson - 1	Sauk Village - 2
East Chgo. Hts. - 1	Sauk Village - 2	Matteson - 2
	Markham - 1	So. Chgo. Hts. - 1
	Oak Forest - 1	East Chgo. Hts. - 1
	Glenwood - 1	Oak Forest - 1
		Markham - 1
		Glenwood - 1

E. TOWNSHIPS:

Y.E.T.P.	Y.C.C.I.P.	Combined
Bloom - 19	Bloom - 6	Bloom - 25
Rich - 4	Rich - 5	Rich - 9
Bremen - 0	Bremen - 4	Bremen - 4

F. REFERRAL SOURCES:

Y.E.T.P.	Y.C.C.I.P.	Combined
Friend - 13	Friend - 4	Friend - 17
School - 0	School - 2	School - 2
Probation Off. - 0	Probation Off. - 2	Probation Off. - 2
Bremen Twp. - 0	Bremen Twp. - 2	Bremen Twp. - 2
Job Service - 2	Job Service - 1	Job Service - 3
Ad - 7	Ad - 1	Ad - 8
T.E.M.P.O. - 1	T.E.M.P.O. - 0	T.E.M.P.O. - 1
	Project Listen - 1	Project Listen - 1
	S.S.C.A. - 2	S.S.C.A. - 2

G. DISPOSITION:

Y.E.T.P. (23)	Y.C.C.I.P. (15)	Combined (38)
Still Active - 9	Still Active - 5	Still Active - 14
Inactive - 14	Inactive - 10	Inactive - 24
↓	↓	↓
Placed into Jobs/School - 13	Placed into Job/School - 9	Placed into Job/School - 22

H. HOURS AND GROSS WAGES BY TOWNS:

Park Forest

	Hours	Gross Wages
YETP	1,312	$3,894
YCCIP	2,017	5,851
Total	3,329	$9,655

Sauk Village

	Hours	Gross Wages
YCCIP	410	$1,189

Glenwood

	Hours	Gross Wages
YCCIP	882	$2,559

Hazel Crest

	Hours	Gross Wages
YCCIP	675	$1,959

Matteson

	Hours	Gross Wages
YETP	123	$ 358

Markham

	Hours	Gross Wages
YCCIP	152	$ 442

Chicago Heights

	Hours	Gross Wages
YETP	5,025	$14,572
YCCIP	3,831	11,109
Total	8,856	$25,681

South Chicago Heights

	Hours	Gross Wages
YETP	634	$ 1,838

East Chicago Heights

	Hours	Gross Wages
YETP	1,104	$ 3,201
YCCIP	17	49
	1,121	$ 3,250

9. Connections is a youth-run newspaper concerning issues pertaining to youth.

A. Number of volunteers - 17

B. SEX: Male - 6 Female - 11

C. AGES:

14 - 2	17 - 8
15 - 1	18 - 2
16 - 3	21 - 1

D. TOWNS:

Homewood - 1 Flossmoor - 1 - 1
Crete - 1 Park Forest South - 1
Sauk Village - 1 EEast Chicago Heights - 1
Chicago Heights - 1 Park Forest - 10
(2 from Arbor Trails)

10. Teen Legal Clinic - Staffed by volunteer attorneys, this program provides free legal advice, consultation and education to teens in the south suburban area. Legal service is open Monday evenings, 7:00 to 10:00 p.m. by appointment. Service began July, 1979.